WHAT TO SAY

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WHEN YOU ARE IN ENGLAND

A short conversation guide for visitors

Edited by
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Preface

This book is adapted from one of the many courses of English by Radio which are broadcast daily by the BBC to all parts of the world. It describes the experiences of a typical foreign visitor to England, Teresa Martin, and aims to show the learner "what to say" in a variety of situations, from arriving at Customs to the moment of departure at the airport.

But it is not enough merely to know what to say: one must also know how to say it. This the student can learn from the series of recordings issued by the BBC in conjunction with this book, and comprising all the dialogues in the book, together with practice sentences for the learner to repeat.

If the recordings are not available from your bookshop or gramophone record shop write for information to your national distributor of the BBC English courses, or to BBC English by Radio and Television, P.O. Box 76, London WC2B 4PH.

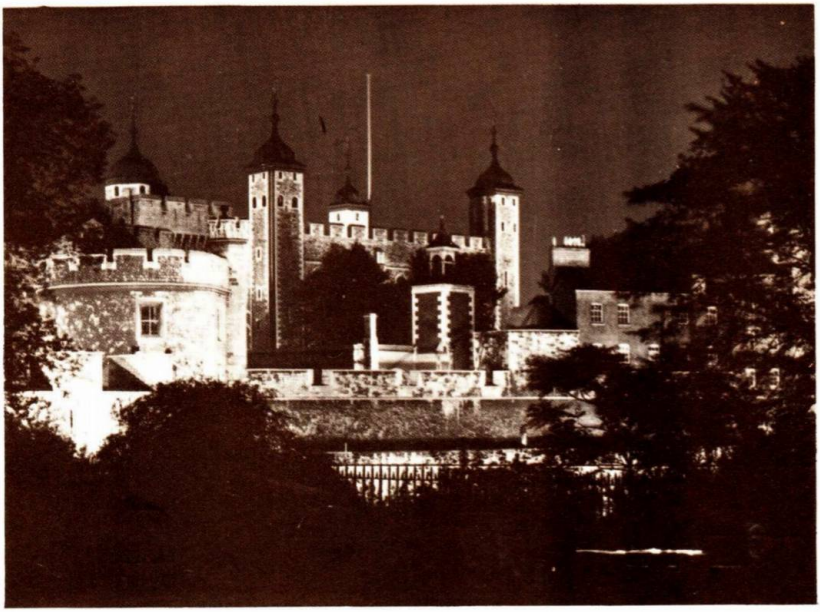
Buckingham Palace.

A tour of London

Let us suppose, for a moment, that we have only time for a few short sight-seeing visits in London and that at this moment we are in the centre of the city. Here we are at Oxford Circus, half-way along Oxford Street, one of the best-known streets of London. Along these busy streets there is a constant stream of cars, taxis and buses, which follow one another so closely that it is often difficult to pass between them.

Now let us go sight-seeing in London and visit the principal places of interest. Where shall we go first? There are so many things to see. We are quite near Trafalgar Square, so we shall go there first and have a look at it. To get to Trafalgar Square we can go down Regent Street (famous for its splendid shops, and not far from Carnaby Street which you see on the cover of this book) into Piccadilly Circus, then down the Haymarket, and turn left into Pall Mall. In Trafalgar Square, the main feature, of course, is Nelson's Column, 185 feet high, with the figure of the great sailor on the top, and guarded at the base by four lions. Round the base are four bronze reliefs representing sea battles in which Nelson fought. On the north side of the square is the National Gallery where there is a magnificent collection of British paintings and works

Trafalgar Square with National Gallery.



The Tower of London.

from the French, Dutch, Italian and Spanish schools. At the north-east corner of Trafalgar Square is the world-famous church of St. Martin-in-the-Fields, designed and built between 1721-1726 by James Gibbs. From the south side of the square, we go down Whitehall. Admiralty Arch is on the right, standing in the Mall which leads to Buckingham Palace. Further down Whitehall on the right there is a quiet little street. It is Downing Street, where, at number 10, for the last 235 years, every Prime Minister of England has lived. Its front door is famous and through it have passed the greatest figures of English politics and important visitors from every country in the world.

Here, in the centre of the roadway in Whitehall, is the simple but impressive Cenotaph, the memorial to the soldiers who died in both World Wars.

We are now in Parliament Square. From here we can see the clock tower of the Houses of Parliament with the famous bell, Big Ben. The sound it makes as it strikes can be heard in all corners of the world in the broadcasts of the BBC. It is so named after Sir Benjamin Hall, who was First Commissioner of Works in 1858 when the bell was cast. To the left is the statue of Boadicea. It represents a proud-looking woman, with her daughters by her side, in a chariot drawn by two fiery horses. Boadicea was one of the earliest queens in British history. She is depicted as driving her chariot against the Romans who at that time were trying to bring Britain back under their rule. Now let us go along to Westminster Bridge and look at the Houses of Parliament from the river. The Houses of Parliament, stretching for about 1000 feet, are relatively modern, for in 1834 a fire razed much of this historic area. And the Palace of Westminster, to give the Houses their official title, was rebuilt to the neo-Gothic design of Sir Charles Barry. Fortunately, not all the links of the Palace's 900 years of history were broken, for there remains Westminster Hall, built in 1097. There every important State trial since 1100 has been

held, including those of William Wallace, Sir Thomas More, Guy Fawkes and Charles I; and it was there that in 1965 Sir Winston Churchill's body lay in state while thousands of people passed through to pay their last respects.

We must have a look at nearby Westminster Abbey, noted for its fine architecture and stained-glass windows, and for its historic associations. Here, perhaps, more than anywhere, is contained the spirit of England. Westminster Abbey, scene of coronations for centuries, and the burial place of the great, is the work of many different hands and many different ages. In part, the present building dates from the time of King Edward the Confessor, but on the site there had previously been a church, probably dating from the 7th century. In Poets' Corner and the surrounding area, Chaucer, Spenser, Lord Macaulay, Tennyson, Browning, Charles Dickens and Rudyard Kipling are buried, and there too (though these writers are not buried there) are memorials to Shakespeare and Milton, Burns and Byron, and Goldsmith and Longfellow.

Let us go back now to Trafalgar Square to continue our tour of London, going along the Mall to Buckingham Palace. It was built in 1703 as a mansion for the Duke of Buckingham and it still retains something of a country house atmosphere. The Palace enjoys a superb setting in the broad walk of the Mall and the trees and lawns of St. James's Park. The Changing of the Guard is the most impressive free show in London: half an hour of marching performed to the stateliest of music. Facing the Palace is the Queen Victoria Memorial. Now, let us go up Constitution Hill to Hyde Park. Here, at "Speakers' Corner" near Marble Arch, especially on Saturdays and

St. Paul's Cathedral.

Admiralty Arch.

Sundays, you will find speakers talking to little crowds and lecturing on everything: pacifism, education, vegetarianism, etc.

Hyde Park with Kensington Gardens is the largest of the London parks. It is a fine open air *rendezvous* for Londoners, with boating and bathing on the Serpentine. On the south side of the park runs Rotten Row, where riders practise horsemanship. Farther west we find Kensington Gardens. Here is the Albert Memorial, facing the famous Albert Hall, scene of many concerts and festivals, including the Promenade Concerts staged by the BBC. It contains one of the largest pipe organs in the country.

From Trafalgar Square again, we shall now go east. Let us go along the Strand (once the foreshore of the river Thames) leading to Fleet Street, the home of English newspapers, and on to Ludgate Hill. We are now in the City, and there is St. Paul's Cathedral. On the site of at least two previous churches, Wren built the present Cathedral after the Great Fire in 1666. The work was begun in 1675, and twenty-two years later the first services were held. Great men have been buried here, among them Nelson and Wellington, as well as Sir Christopher Wren himself, his tomb bearing the inscription: "Reader, if you seek his memorial, look around you".

After having a look at the Mansion House, the official residence of the Lord Mayors of London since 1753, let us admire the Tower of London which dates in parts from about 1078. This massive pile (which has been at one time or another citadel, palace, prison, treasury, menagerie, armoury and observatory) is perhaps London's most outstanding link in the long chain of its history. Certainly the Tower has been the scene of many of the saddest and cruellest events London has witnessed.

Westminster Abbey.

Now, to end our tour, let us look at Tower Bridge, at the Pool of London. Opened in 1894, it is a remarkable feat of engineering and took eight years to build. The bridge is divided into three spans. The centre span, which is the largest, can be raised and lowered to allow tall ships to move through.

And here, by the river, we finish our brief tour of London, this huge city with its 8 million inhabitants.

At London Airport.

Madam: the polite form of address to a woman. **Goods to declare:** *goods:* here, possessions, things which belong to you; *to declare:* to report, to say that you have. **Notice:** a printed document. **Duty free allowance:** the *allowance* is what you are allowed to bring through without paying *duty,* duty free. The *duty* is the money the government requires to be paid before certain things can be brought into or taken out of the country. **Present:** something given to a person, a gift. **Holdall:** small travelling bag, usually of soft material. **Evidence:** proof.

1. At the Customs

Teresa Martin, our visitor to Britain, has just got off the plane at London Airport, and is about to go through the Customs. She has reclaimed *her baggage, collected it from the airline, and is trying to decide whether to go through the red or green Customs channels. She sees a notice up by the channels, but, as there is an official standing near, she speaks to him.*

Teresa: Excuse me, how do I decide whether to go through the red channel or the green channel?

1st Customs Official: If you have goods to declare you go through the red channel. If you haven't any goods to declare, you go through the green one.

Teresa: How do I decide whether I have goods to declare?

1st Official: Well, madam, this notice here tells you.

Teresa: Oh, I can't understand it very well.

1st Official: If you're a visitor coming here for less than six months, and you haven't any spirits, wine or tobacco in excess of the duty free allowance, you go through the green channel.

Teresa: Oh, I have got some spirits.

1st Official: How much have you got?

Teresa: A bottle of brandy. And I've got two hundred cigarettes.

1st Official: That's all right. You're allowed one bottle and two hundred cigarettes. Have you got any expensive presents, things for other people? You have to declare anything which cost over ten pounds.

Teresa: Well, yes, I have got a watch which cost more than ten pounds in English money.

1st Official: Then go through the red channel. And my colleague may wish to look inside your luggage.

Teresa: I see. Thank you.

(Teresa goes into the red channel and reaches the Customs official.)

2nd Customs Official: Are these two bags all you have, madam?

Teresa: Yes, and this holdall.

2nd Official: Have you any spirits, wine or tobacco in excess of the duty free allowance?

Teresa: No, I just have this bottle of brandy and these cigarettes.

2nd Official: You're allowed a bottle of spirits and that number of cigarettes. That's all right. Have you any articles which you intend to leave in the United Kingdom?

Teresa: This watch. It cost fifteen pounds.

2nd Official: Have you got any evidence of the cost – an invoice or a bill which shows what you paid for it?

Teresa: Yes, I have the bill. Here it is.

2nd Official: Thank you. I'll have a look in your luggage. Would you please open the two bags? Thank you. And I'll let you know in a moment the duty you pay on the watch.

Teresa: Thank you very much.

Practice sentences

1. I can't understand the notice very well.
2. These two bags are all I have.
3. This holdall is mine.
4. Do you want me to open this case?
5. I've got a bottle of brandy and two hundred cigarettes.
6. I've got a watch which cost more than ten pounds (£10).
7. I have the bill for the watch. Here it is.
8. How much duty do I have to pay?

2. Booking a room at a hotel

Teresa goes to a large hotel to book a room, and speaks to the receptionist in the entrance hall.

Hotel

Receptionist: Good evening, madam. Can I help you?

Teresa: Good evening. I want a single room, please.

Receptionist: Have you booked a room?

Teresa: No, I'm afraid not. I didn't know I should be coming until today.

Receptionist: How long did you want to stay?

Teresa: At least a week – possibly longer.

Receptionist: I'll see what we have, madam. We **are** very full just at present. Now, let me see... ah, we have a room free on the first floor. Or I can offer you one on the second floor with a private bathroom.

Teresa: I don't really need a private bathroom. All I want is a quiet room away from the noise of the traffic. I don't sleep very well.

Receptionist: Then I'll give you the first floor room. That's at the back, and it's very quiet.

Teresa: How much is this room?

Receptionist: Three pounds, including breakfast.

Teresa: How about the other meals?

Receptionist: They are charged for separately.
Teresa: I'll take that room, please.
Receptionist: Certainly, madam. Would you please fill in this registration form, giving your name and address, nationality and passport number?
Teresa: Thank you. Oh, I should like to be called in the morning at eight o'clock.
Receptionist: Would you like early morning tea?
Teresa: Yes, please.
Receptionist: Here is your key, madam. The porter will show you to your room.

Practice sentences

1. I want a single room, please.
2. I want to stay at least a week.
3. I want a quiet room away from the noise of the traffic.
4. How much is this room?
5. How about the other meals?
6. I'll take that room, please.
7. I should like to be called in the morning at eight o'clock.
8. I'd like early morning tea.

At the Ariel Hotel. London Airport.

Single room: a room for one person; *double room* a room for two. **I'm afraid not:** that means here "I'm sorry that I didn't book a room." **Let me see:** let me consider. **Ground floor:** the floor of a house on the street level. **First floor:** the floor above. **Second floor:** the floor above the first. **Registration form:** the record of guests kept by hotels. **I should like to be called in the morning:** that is, I should like to be woken up. **Early morning tea:** English people often like to drink a cup of tea in the morning before getting up.

"Could you tell me the way to Paddington station, please?"

Traffic lights: the coloured lights which regulate the traffic (cars, bicycles and other vehicles) on some main roads. **Turning:** a place where one road joins another. **Ten minutes' walk:** a walk lasting ten minutes. **Bus stop:** the place where passengers get on and off the bus.

3. Asking the way

Teresa wants to find her way to an Underground station, one of the stations on the railway which runs underneath London. She asks a passer-by, *someone passing by in the street, how to get there.*

Teresa: Could you tell me the way to Paddington station, please? The Underground station, I mean.

Passer-by: Yes, certainly. Go straight along this road, past the first set of traffic lights, past the church...

Teresa: Yes.

Passer-by: And then turn to the right, and keep straight on until you come to some more traffic lights...

Teresa: Yes.

Passer-by: Turn left there, and you'll see the station a little way along, on the right-hand side of the road.

Teresa: Oh, I see. I go straight along this road, past the first set of traffic lights and the church.

Passer-by: Yes.

Teresa: And then I turn to the right, I think you said?

Passer-by: Yes, that's it. And after that you take the next turning to the left.

Teresa: Is it very far?

Passer-by: No, not really. It's about ten minutes' walk from here.

Teresa: Oh, dear. Could I get there by bus?

Passer-by: Yes, but in that case you must go back a little way. Keep on this side of the road until you come to the bus stop. All the buses from there pass the station.

Teresa: Thank you very much.

Practice sentences

1. Could you tell me the way to Paddington station, please?
2. Do I turn left at the traffic lights?
3. And then I turn to the right, I think you said?
4. Do I take the next turning to the left?
5. Is it very far?
6. Do I cross over the road?
7. Could I get there by bus?
8. Thank you very much.

4. On the bus

Teresa is going to visit the Tower of London. She is travelling by bus, but she has chosen a bad time, the rush hour, *as we sometimes call the time of day when everyone is travelling to or from work, and the buses and trains are crowded.*

Bus

Conductor: Hurry along there please. Both sides on. There's plenty of room upstairs. No standing inside. Now, come along, miss, if you want this one...

Teresa: Does this bus go to the Tower of London, please?

Conductor: It will take you very near, miss. It will take you to Aldgate.

Teresa: Oh, thank you very much.

Conductor: On top now. Come along, please... Top deck only. Full up inside. Hold tight there... Fares, please.

Teresa: Aldgate, please. Is it very far?

Conductor: Well, it'll take about twenty minutes from here, I expect. The traffic's very bad along Fleet Street this morning.

Teresa: I see. Would you mind telling me when we get there? I'm a stranger here.

Conductor: Oh, all right miss. I'll call it out. When you get off this bus, it's only a short walk, or you can get on a number 42 or 78 bus if you don't want to walk. The stop's just across the road, and you'll see the number marked up. Now, did I give you your ticket?

Teresa: No. How much is it, please?

Conductor: Five new pence, please, miss.

Teresa: Can you change a pound note?

Conductor: Oh, haven't you got anything smaller? I'm rather short of change this morning.

Teresa: Just a moment, I think I may have a fifty in my purse... Yes, here it is.

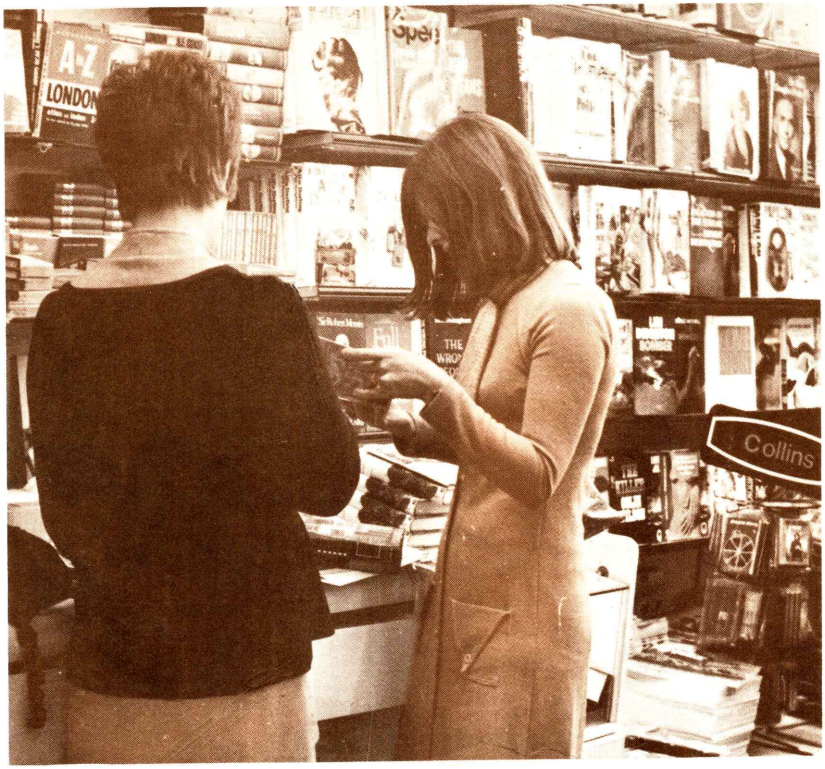
Conductor: Thank you miss. Here's your change. Any more fares, please?

Practice sentences

1. Does this bus go to the Tower of London, please?
2. Aldgate, please.
3. Is it very far?
4. Would you please tell me when to get off?
5. Can you change a pound note?
6. I'm sorry, I haven't anything smaller.
7. What's the number of the bus?
8. Can you tell me where the bus stop is?

Waiting at the bus stop.

Both sides on: use both sides of the entrance. **Top deck only:** passengers must now go upstairs to the upper part of the bus. **Hold tight there:** hold on firmly (a warning to the passengers that the bus is going to start). **Fare:** the money paid for the journey. **Stop:** place where the buses stop. **Can you change a pound note?:** a pound note is paper money worth one pound. **Change a note:** to convert it into coins. **Change:** can mean coins of small value, or, as here, the money returned to you when you have paid someone more than the price for something.



"This is the kind of thing I want."

Bus route: the road by which a bus travels. **Suburb:** a district just outside a town. **Postcard of Westminster Abbey:** a postcard with a picture of Westminster Abbey on it. A *view* here means a picture of a place. **Oh, I see:** Oh, I understand.

5. Buying a guide book

Today Teresa is buying a guide *to London, that's a small book which shows you how to find your way about a place. She wants a guide with a* street index, *an alphabetical list of the streets, as well as maps. She goes into a shop which sells newspapers, books and picture-postcards.*

Teresa: I'd like a guide to London, please.

Shop Assistant: Yes, madam. Here's one with a map showing the bus routes and the Underground.

Teresa: I'm afraid this isn't quite what I want. What I really want is a guide with maps and a street index.

Assistant: Oh, I see. Well, we have plenty for you to choose from. Now, this is the cheapest. This one is ten new pence. And here's another one: "Guide to London and the Outer Suburbs, with a street index".

Teresa: Yes, this is the kind of thing I want. But it's not very clear. Have you a better one?

Assistant: There's this one at twenty-five new pence. This one is coloured.

Teresa: Oh, yes. I think the colour helps to make the maps more clear.

Assistant: Or there's this one. This is also twenty-five new pence, but this is for central London only.

Teresa: Oh, these are very clear maps. I'll take this one, please.
Have you any postcards of Westminster Abbey, please?

Assistant: Yes, here are some views of the Abbey.

Teresa: How much are the coloured ones?

Assistant: The coloured ones are three new pence each, and the plain ones are two new pence.

Teresa: I'll take two coloured ones and two plain ones, please.

Assistant: Thank you, madam. That'll be thirty-five new pence, please.

Practice sentences

1. I'd like a guide to London, please.
2. I'm afraid that isn't quite what I want.
3. What I really want is a guide with maps and a street index.
4. Have you a better one?
5. I'll take this one, please.
6. Have you any postcards of Westminster Abbey, please?
7. How much are the coloured ones?
8. I'll take two coloured ones and two plain ones, please.

6. In the post office

Teresa goes into the post office and speaks to one of the assistants behind the counter.

Teresa: I want to send these letters to Europe, please. How much will they cost?

Clerk: Five new pence each for a letter. And three new pence for a postcard.

Teresa: Six stamps for letters and five for postcards, please.

Clerk: That will be forty-five new pence, please.

Teresa: How can I send a telegram in this country? And what would it cost?

Clerk: If you want to send an inland telegram, a telegram in this country, you fill in one of the inland telegram forms. You'll find them in that box over there.

Teresa: Oh, I see.

Clerk: It's twenty-five new pence for twelve words and two new pence for every word over twelve. Fill it in and bring it back here.

(Teresa fills in the telegram and brings it back, and the assistant tells her how much it will be.)

Teresa: Now I want to send this letter to Birmingham.

Clerk: First or second class?

Teresa: First class, please.

Clerk: That'll be three new pence.

Teresa: And I also want to send this parcel.

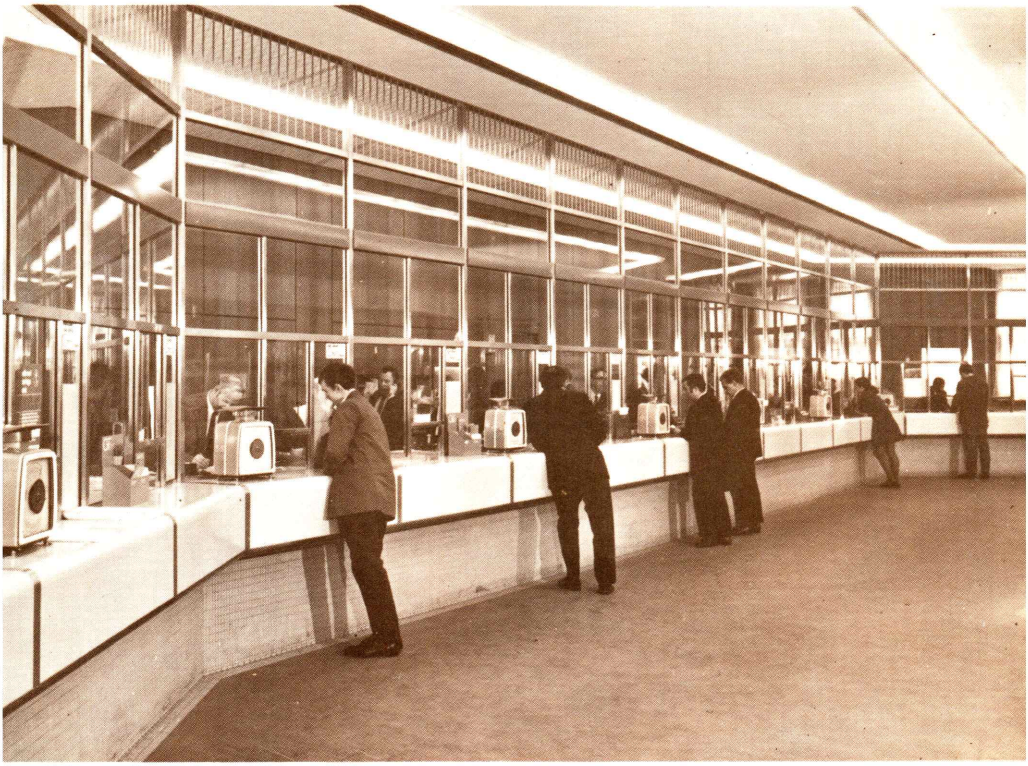
Clerk: Put it on the scales, please... That's three pounds eight ounces (3 lb. 8 oz.) That'll be twenty-four new pence.

Teresa: Oh, I forgot, I want a postal order for fifty new pence.

Clerk: Yes, a postal order for fifty. That's fifty-two and a half new pence.
Altogether that comes to one pound and sixty-one and a half new pence – one sixty-one and a half.

Practice sentences

1. I want to send these letters to Europe, please.
2. How much will they cost?
3. I want to send this parcel.
4. First class, please.
5. I want a postal order for fifty new pence.



The post office at the Stock Exchange. London.

Scales: the weighing machine. (Note the plural form. It is really short for *a pair of scales.*) **Postal order:** a form for sending money by post. **That comes to:** that adds up to. **Fill it in:** write the necessary information on it.

On the escalators.

NOTE

In notices and maps the London Underground system identifies the lines and directions by different colours, *e.g., red* for the Central Line, and *dark blue* for the Piccadilly Line, the line running through Piccadilly Circus.

At all stations there is a booking office at which you can ask for a ticket, and most central London stations also have automatic machines from which you can buy your own tickets.

The new Victoria Line (coloured *light blue* on the diagram) has introduced a new automatic ticket system which consists of automatic gates into which a yellow ticket with a brown coated backing is inserted. The coated side of this ticket embodies an electronic code, giving details of the fare, the date and the station where it is bought. Not all stations as yet use this new system, but its use is being gradually extended.

Ticket machine: machine which prints and gives you a ticket. **Let's use the machine:** I suggest we use the machine. **Change:** here, small coins, as distinct from ones of larger denomination. **Barrier:** gate or door in a railway or Underground station, which is used to control passengers. **Please lift luggage clear of the gate:** Raise what you are carrying out of the way of the gate. **Escalator:** moving staircase.

7. In the Underground

Today, Teresa and her friend are going to travel on the Underground, the railway which runs beneath London. They have been shopping in Oxford Street, in the west of London, and they go into Oxford Circus station. They want to travel to St. Paul's station, to see St. Paul's cathedral. Teresa has never travelled on the Underground before, but she has got a map of the Underground from the Information Office at the station.

Teresa: St. Paul's is on the red line.

John: Yes, the Central Line.

Teresa: Where do we get our tickets?

John: Well, we can go to one of the ticket offices, or we can get a ticket from one of the machines.

Teresa: Let's use the machine. How much is it to St. Paul's?

John: There's a notice over there with the stations and the fares, and it tells you the platforms.

Teresa: Oh yes, St. Paul's five new pence. Platform two.

John: Here's the machine. Let me see if I've got the right change. We want two tickets... Ah, I've got the right coins.

(He puts them in the machine.)

Teresa: Oh, it's a yellow ticket.

John: Yes, these machines give you yellow tickets, with a brown coating on one side. These are the tickets you can get at all stations on the Victoria Line. It's the new automatic system.

Teresa: Where do we go now?

John: Through these barriers here. Look, there's a notice saying *yellow tickets,* telling us where to go.

Teresa: *Yellow tickets through gates, other tickets through ticket collector's gate.* What are the other tickets?

John: Those are the ordinary green tickets which are still used. They won't go through the automatic gate.

Teresa: The notice says, *Please lift luggage clear of gate.*

John: Yes, come on, Teresa, pick up your shopping bag. You put your yellow ticket in this slot, and pick it up as you go through the gate.

Teresa: Oh! That was quick!

John: Yes. Now we go down the escalator here to platform two on the Central line. It's four stations to St. Paul's.

Practice sentences

1. How much is it to St. Paul's?
2. Two to Oxford Street, please.
3. Do I have to change?
4. What platform does it go from?

8. At the bank

Teresa has brought to England some traveller's cheques. A cheque *of course, is a written order to a bank to pay money. And a* traveller's *cheque is one issued to you by a bank or tourist agency when you are going to travel abroad. Teresa wants to cash one of her traveller's cheques. So she goes into a bank. The cheque is the equivalent of five pounds in English money, less the necessary exchange commission.*

Teresa: Good morning. Can I cash this traveller's cheque here?

Clerk: Yes, would you take it to the cashier in the Foreign Department, please?

Teresa: Oh, the Foreign Department, I see...

Cashier: Yes, madam, what can I do for you?

Teresa: I'd like to cash this traveller's cheque, please.

Cashier: Thank you. I see, roughly five pounds in English money. Would you sign it just here?

Teresa: Yes.

Cashier: And would you kindly sign the exchange form, giving your name and address?

Teresa: Yes, I will... Would you give me one pound in change, please?

Cashier: Certainly. Here are four pound notes, a fifty and three tens. Two tens are deducted as commission.

Teresa: I see. Oh, and I've got some Swiss francs. I wonder whether you could change them for me.

Cashier: Yes, I can do that for you. How many have you got?

Teresa: Fifty francs. Could you let me know the current rate of exchange?

Cashier: Yes, I'll just check the rate for you.

Practice sentences

1. Can I cash this traveller's cheque here?
2. I'd like to cash this traveller's cheque, please.
3. Do you want me to give my name and address?
4. Would you give me one pound in change, please?
5. I've also got some Swiss francs.
6. I wonder whether you could change them for me.
7. Could you let me know the current rate of exchange?

"I'd like to cash this traveller's cheque, please."
(By courtesy of Barclays Bank, Kingsway.)

Sign a cheque: write your name on it. **Commission:** payment charged for the service. **I'll just check the rate of exchange:** I'll just make sure how much English money I should give in exchange.

The grill room of the Café Royal, Regent Street. London.

Roast lamb: lamb cooked in the oven. **Dover sole:** the best kind of white flat-fish, considered rather a delicacy. **French beans:** the long beans which are sliced, cut up. **Grape-fruit:** a yellow citrus fruit. **Sweet:** the sweet dish taken after the meat or fish course. **Trifle:** a sweet dish made of cake filled with jam and covered with cream.

9. At the restaurant

Today Teresa goes into a restaurant to have lunch, *the midday meal.*

Waiter: Good morning, madam. For one?
Teresa: Yes, please.
Waiter: Would you like this table by the window?
Teresa: Thank you.
Waiter: Here's the menu, madam.
Teresa: Well now, what do you recommend?
Waiter: Well, the roast lamb is very good today. Or if you prefer fish, there's Dover sole.
Teresa: I think I'll have the roast lamb, please.
Waiter: Yes. What vegetables would you like?
Teresa: Some roast potatoes. And what green vegetables have you?
Waiter: Peas, spinach, French beans.
Teresa: I think I'll have peas. They're nice with lamb.
Waiter: Very well, madam. And what will you have first? Soup, *hors d'oeuvre* or grape-fruit?
Teresa: I'll have grape-fruit to start with.
Waiter: Grape-fruit.
Teresa: And as I'm in rather a hurry, could I order my sweet now?

Waiter: Yes, certainly, madam. What would you like?

Teresa: I think I'd like the trifle, please.

Waiter: Very good, madam. Would you like something to drink? A cocktail perhaps, or a glass of sherry? Or will you have some wine with your meal?

Teresa: No, I don't think I'll have a table wine, thank you. I'll just have a glass of sherry.

Waiter: Yes, at once, madam.

Practice sentences

1. A table for one, please.
2. What do you recommend?
3. I'll have the roast lamb, please.
4. I'll have grape-fruit to start with.
5. Could I order my sweet now?
6. I'd like coffee.
7. Could I have the bill, please?

10. Taking a taxi

Today Teresa is in a hurry to get to Victoria station in London. She is late and so she takes a taxi.

Teresa:	Taxi! Taxi!
Taxi-driver:	Where to, madam?
Teresa:	Victoria station, please.
Driver:	Righto!
Teresa:	Driver, I've got to catch a train at ten-twenty. Do you think I'll make it?
Driver:	Yes, easily. It's only five past ten.
Teresa:	Yes, but I've still got to buy my ticket.
Driver:	Don't you worry. I'm taking a route without much traffic.
Teresa:	Thank you...
Driver:	Here you are, Victoria station. And you've got seven minutes to catch your train.
Teresa:	Oh, good. How much is it?
Driver:	It's thirty new pence on the meter.
Teresa:	Oh, here's a fifty. Take thirty-eight.
Driver:	Thank you...
Teresa:	Oh dear. This case *is* heavy. I think I'll get a porter. Oh, there's one Porter! Porter!

Righto!: a slang way of saying that you will do what you are asked. **Do you think I'll make it?** Do you think I'll get there in time? *(Make it:* a slang expression meaning arrive in time.) **It's thirty new pence on the meter:** a taxi meter measures distance and shows what you have to pay for the journey. The meter indicates that Teresa's fare is thirty new pence.

"Where to, madam?"

Practice sentences

1. Victoria station, please.
2. Driver, I've got to catch a train at ten-twenty.
3. Do you think I'll make it?
4. I've still got to buy my ticket.
5. How much is it?

11. At the travel agency

Teresa decides to visit Stratford-on-Avon, the birthplace of William Shakespeare. She is also interested in seeing a Shakespeare play performed at the Shakespeare Memorial Theatre. She goes to a travel agency, *a travel enquiry bureau, to ask how to get there.*

Teresa: Good morning. I want to visit Stratford-on-Avon. Can you tell me the best way to get there?

Assistant: Well, you can go by train or by coach. There's a coach every day, from Victoria Coach Station. There's one at ten-fifteen in the morning, arriving at two twenty-five.

Teresa: Can I get back the same day?

Assistant: Well, only if you travel overnight. There's a coach back to London next day at two-twenty.

Teresa: How much is the fare?

Assistant: One pound and fifty pence return.

Teresa: Can I book for a Shakespeare play?

Assistant: Yes, you can book for the Shakespeare Memorial Theatre through any theatre agents.

Teresa: I see. Can you give me details of the trains?

Assistant: There's a train every weekday at eight-twenty a.m., arriving at ten thirty-four. You have to change at Leamington Spa.

Teresa: I change at Leamington Spa.

Assistant: There's another at ten-sixteen, arriving at twelve thirty-six. And there are several back in the afternoon and evening.

Teresa: How much is the train fare?

Assistant: Three pounds.

Teresa: Are there any day trips?

Assistant: Yes, during the Shakespeare Festival Season, from May to October. The trips include a ticket for a matinée performance of the play. They cost seven pounds, including everything.

Teresa: Can you give me details of any other tours?

Assistant: There's another tour you might be interested in one day: a coach tour of the Oxford Colleges and Stratford-on-Avon. That's four pounds, including meals and all admission fees, and there's a guided lecture. You see the Oxford Colleges, and visit Shakespeare's birthplace and Anne Hathaway's cottage in Stratford.

Teresa: That sounds interesting. Thank you very much.

Practice sentences

1. I want to visit Stratford-on-Avon.
2. Can I get back the same day?
3. How much is the fare?
4. Can you give me details of the trains?
5. How much is the train fare?
6. Are there any day trips?
7. Can you give me details of any other tours?

"There's another tour you might be interested in."
(By courtesy of Arbuckle, Smith and Co. Ltd.)

Coach: motor coach. *Motor coach tour:* a drive round to visit various places of interest. **Travel overnight:** travel by train during the night. **Change:** here, get into another train. **Trip:** a short visit to a place of interest or to see someone. **Admission fee:** charge for going in. **Guided lecture:** a talk about a place, during which a guide takes you around as he explains the interesting points. **Anne Hathaway:** the wife of William Shakespeare. The cottage where she lived can be visited in Stratford-on-Avon, Shakespeare's *birthplace*, the place where he was born in 1564.

Paddington station. London.

Miss: a form of address to a young woman which you will sometimes hear used by porters, bus conductors and so on. **Coach:** a section of the train. **Compartment:** a division of the coach. **Non-smoker:** a compartment reserved for those who do not smoke. **Rack:** the frame fixed to the wall of the compartment for holding cases and bags. **Right you are:** a very colloquial way of saying you will do what someone is asking you to do. **Left Luggage office:** where luggage, cases and bags are left until needed by the traveller.

12. Catching a train

Teresa is at Paddington station in London, just about to catch a train to Stratford-on-Avon. She is buying her ticket at the booking office.

Teresa: Second class return to Stratford-on-Avon, please.

Clerk: When are you returning?

Teresa: Tomorrow.

Clerk: That's three pounds. The day return is one pound and sixty new pence.

Teresa: Oh, thank you. Which platform is it, please?

Clerk: Platform 3. You'll have to hurry up. It goes at ten-sixteen...

Teresa: Here's platform 3. I'm only just in time.

Ticket Collector: Up in the front for Stratford, miss. First three coaches. Change at Leamington Spa.

Teresa: Oh, do I have to change?

Collector: Yes, change at Leamington Spa for Stratford.

Teresa: Oh dear, I'll have to walk right along the platform with this heavy case. I'll get a porter. Porter!

Porter: Yes, miss?

Teresa: I want the Stratford part of the train.

Porter: Right you are... Up in the front for Stratford. Do you want a non-smoker?

Teresa: No, thanks...

Porter: Here you are, miss. I'll put this case on the rack for you, just here.

(She tips the porter.)

Teresa: Oh, thank you.

Porter: Thank you, miss.

Practice sentences

1. Second class return to Stratford, please.
2. How much is the day return?
3. I'm coming back tomorrow.
4. Which platform is it, please?
5. Do I have to change?
6. Which part of the train for Stratford?
7. Where is the Left Luggage office?
8. Would you mind if I open this window?
9. I'll put this case on the rack for you, just there.

13. At the doctor's

Today Teresa is going to the doctor's. She has had a cold, and a bad cough, and although she bought some cough lozenges from the chemist's, the cough persists. As she has become ill since she has come to Britain she is entitled to get treatment without payment from a general medical practitioner, or doctor, under the National Health Insurance.

She goes to the doctor's surgery. The receptionist takes her name and address and notes that she is a temporary resident in this country. After waiting with other patients in the waiting room, Teresa goes in to see the doctor.

Robert: Good morning, Miss Martin. You're a visitor to this country, I see.

Teresa: Yes, I'm on a visit here.

Robert: And what's the trouble?

Teresa: Well, I've had a bad cold, and a cough, and it doesn't seem to go.

Robert: I'll just take your temperature... Does the cough keep you awake at night?

Teresa: Yes, it does rather. It seems to start as soon as I lie down.

Robert: I see. Well, let me examine your throat. Say 'ah'.

Teresa: Ah. Ah.

Robert: Thank you. Well, I'll write you out a prescription for some cough linctus and some lozenges.

Teresa: Thank you.

Robert: Take this prescription to the chemist's. The linctus should be taken three times a day... You'll have to pay twenty new pence for the bottle of linctus and twenty new pence for the lozenges.

Teresa: I see.

Robert: Now if the cough doesn't clear up in a week, come and see me again.

Teresa: Thank you very much, doctor.

Robert: Goodbye, Miss Martin.

Practice sentences

1. I have a bad cough.
2. I've fallen down and hurt my foot.
3. I've cut my finger.
4. I've hurt my back.
5. I've got a very bad cold.
6. I don't think I've got a temperature.
7. I have a prescription from Dr. Smith.
8. When will it be ready?
9. I'll come back in half an hour.

A doctor examines a patient in his surgery.

What's the trouble?: what is troubling you; what is the matter with you? **Take your temperature:** find out your temperature with a thermometer. **Prescription:** a doctor's written order or direction for the making up and use of a medicine. The doctor *prescribes* or orders the use of the medicine. **Cough lozenge:** a small tablet containing medicine which helps cure a cough.

"Hello... Is that you, Joan?"

Receiver: the part of the telephone you raise to your ear and also speak into. **Dial tone:** the sound which tells you that the telephone can be used. **Continuous purring:** soft humming sound. **Dial:** the round plate on which the numbers and letters are shown. **Dial a number:** turn the disc in front of the dial round, and so obtain the number. **Pay tone:** a rapid series of pips or electronic sounds. When the pay tone starts again, it means you have used up all the time you have paid for, and have to put in some more money. **If the number is engaged:** if the line is already being used. **Slot:** the narrow opening into which you put the money. **Be cut off:** be disconnected from the person you are talking to.

14. Making a telephone call

Today Teresa is making a telephone call from a public telephone-box. In England these boxes are usually painted red and are very easy to find. She has asked a friend to help her get the number

Teresa: Now what do I have to do? You said I must have a two new penny piece. Have I got one? Yes, here we are. Do I put it in now?

Friend: No, first lift the receiver.

Teresa: Yes.

Friend: Can you hear the dial tone? It's a continuous purring noise.

Teresa: Yes.

Friend: Now dial the number. You know your friend's number, don't you?

Teresa: Yes, she lives out of London.

Friend: First dial the code number, the first part; then dial the second part.

(Teresa dials the number.)

Can you hear the ringing tone? As soon as your friend answers, you'll hear a different sound, called the pay tone. If the number's engaged, you hear an intermittent sound. The pay tone is a rapid series of pips.

Teresa: Oh, yes, I can hear it.

Friend: Now, put in your coin, press it hard, and wait for it to go in, then speak.

Teresa: Hello... Hello... Is that you, Joan?

Joan: Yes... Who's that speaking? Teresa? Oh, hello!

Practice sentences

1. Operator, can you help me?
2. I've dialled the number, but I can't get through.
3. I've put the money in the slot.
4. The number's engaged.
5. I've been cut off.

15. At the chemist's

Teresa goes into a chemist's, *a shop which sells medicines and toilet requisites.*

Chemist: Good morning.

Teresa: Good morning, I want a tin of first-aid dressings, please.

Chemist: Yes. This small tin is ten new pence and the larger size is fifteen new pence.

Teresa: I'll take the smaller one. And I want a bottle of iodine, please. Oh, and some toothpaste.

Chemist: What make of toothpaste, madam?

Teresa: Oh, any good brand. I'd like a small size if you have one.

Chemist: Oh, I'm afraid I haven't any of the smaller tubes in stock. But I have this one at fourteen new pence; this is a very good make. Or there's this one at fourteen and a half new pence.

Teresa: I'll have that one, thank you. And I want a toothbrush.

Chemist: Nylon or bristle?

Teresa: Oh, bristle, I think, but a fairly hard one.

Chemist: Well, I can recommend this one, madam.

Teresa: How much is it?

Chemist: Twelve and a half new pence.

Teresa: That'll be fine. And I want some toilet soap, please. A small tablet.

Chemist: Any special kind, madam? Lavender, lilac or gardenia?

Teresa: I don't like highly-scented soap.

Chemist: Well, why don't you try this kind? This is a very good soap.

Teresa: Yes. I'll take that one. And a tin of that talcum powder on the shelf behind you.

Chemist: This one, madam?

Teresa: Yes, thank you. Oh, and I need a film for my camera.

Chemist: What number?

Teresa: One twenty. Do you develop films?

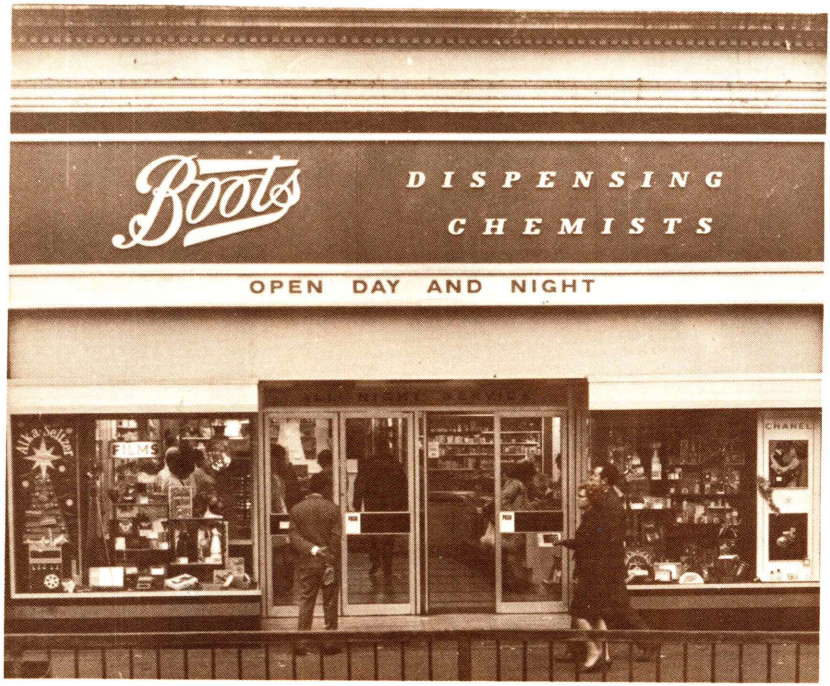
Chemist: Oh yes, certainly. We can have them ready by tomorrow evening.

Teresa: Then I'd like to leave this one, please.

Chemist: Thank you.

Practice sentences

1. I want a tin of first-aid dressings.
2. I'll take the smaller one.
3. I'd like a small size if you have one.
4. How much is it?
5. That'll be fine.
6. I'll take that one.
7. I need a film for my camera.
8. Do you develop films?
9. I'd like to leave this one.



"Boots" the chemists at Piccadilly, open day and night.

First aid: help given to an injured person before a doctor comes. We put a *dressing* on a cut or injury to cover and protect it. **Iodine:** a liquid put on cuts and wounds as an antiseptic. **Brand:** a mark put on goods to show who made them. **Make:** a method or style of manufacture. **Tablet of soap:** a piece of soap. **Talcum powder:** a powder used for dusting the skin. **Develop a film:** to bring out the picture or photograph by means of chemicals.

A London tobacconist's.
(By courtesy of Imperial Tobacco Group Ltd.)

I'm afraid we're out of stock of "Sundew": I'm sorry, but we have no "Sundew" *in stock*, available for sale, at the moment. **An ounce:** 28.35 grammes. **Cigarettes with filter tips:** those with a tip or end made of closely wound paper or of cellulose acetate. **Model:** type of design. **Table model:** a special type of lighter made to be kept on a table, not to be carried about. **Lighter fuel:** petroleum spirit used in cigarette lighters. **Flint:** a very hard stone which produces sparks when struck with steel. **I can't afford it:** I haven't enough money to pay for it.

16. At the tobacconist's

Teresa isn't interested in buying tobacco, but her friend, John, goes into a tobacconist's shop to buy some.

Assistant: Good morning.

John: Good morning. Have you any "Sundew" tobacco, please?

Assistant: No, sir, I'm afraid we're out of stock of "Sundew" at the moment.

John: Well, have you another good mixture?

Assistant: There's this one at thirty-eight new pence an ounce. This is a very good brand. It's very popular, too.

John: Yes, I've had that one, but I don't like it very much. I don't mind paying a little more. Have you a better one?

Assistant: Well, there's this one. This is a very good mixture. This one is forty new pence.

John: I'll take an ounce of that. And I want a packet of pipe cleaners.

Assistant: This packet is only one new penny.

John: Thank you. Oh, and twenty "Lucky Spot" cigarettes, please.

Assistant: I'm sorry, but I'm afraid I haven't any "Lucky Spot" cigarettes. I've got these, which are rather similar, at thirty-one new pence.

John: Have you got them with filter tips?

Assistant: Only in tens.

John: All right, I'll take two packets. And I want a box of matches.

Assistant: Yes, a box of matches.

John: That's a very nice cigarette lighter over there. Could I have a look at it, please?

Assistant: This table model?

John: Yes, that's the one.

Assistant: This one is six pounds. It's a new design.

John: Oh, that's rather more than I want to pay. Could you show me a cheaper one?

Assistant: Yes, this one is three pounds fifty.

John: I see. I prefer the other one, but I think I'll leave it for the moment.

Assistant: Will that be all?

John: Yes, thank you. Oh, I've just remembered, my wife asked me to get her a packet of flints, and some lighter fuel.

Assistant: Flints and lighter fuel.

John: Yes, I think that's everything. How much is that?

Assistant: Then that will be ninety-two new pence altogether.

John: Here's a pound note. Yes, I *do* like that table lighter, but I just can't afford it now. Well, thank you very much.

Assistant: Don't forget your change.

John: Oh, how silly of me!

Assistant: It's easily done.

John: Thank you.

Assistant: Good morning.

John: Good morning.

Practice sentences

1. Have you any "Sundew" tobacco, please?
2. Have you another good mixture?
3. Have you a better one?
4. I'll take an ounce of that.
5. And I want a packet of pipe cleaners.
6. Have you got them with filter tips?
7. Could you show me a cheaper one?
8. I think I'll leave it for the moment.

17. Buying a theatre ticket

Today Teresa is buying a theatre ticket. She goes up to the box office, *where the tickets are sold, but the clerk tells her that she will have to go to the* advance booking office, *which deals with the booking or reserving of seats for future performances.*

Clerk: Yes, madam?

Teresa: I'd like some tickets for tomorrow night's performance, please.

Clerk: Sorry, madam, you'll have to go to the advance booking office. It's just opposite.

Teresa: Oh, I see. Thank you... Have you any seats left for tomorrow evening?

Girl: Well, how many do you want?

Teresa: Two, please.

Girl: I've got two together in the dress circle at ninety new pence. Or I've got two stalls at one pound twenty-five.

Teresa: Where are the seats? Could you show me on the plan, please?

Girl: Yes. The two in the stalls are in Row K, numbers ten and eleven.

Teresa: That's not too far back, is it?

Girl: Oh, no. The theatre's not very large.

Teresa: What about the dress circle?

Girl: I've got two seats in Row G, numbers seven and eight, and two in Row D, at the side.

Teresa: I'll have the two in the dress circle, please, in Row G. How much did you say they were?

Girl: They're ninety new pence, madam. That's one pound and eighty – one eighty, altogether.

Teresa: Thank you. What time does the play start?

Girl: At seven-thirty. The doors open at seven.

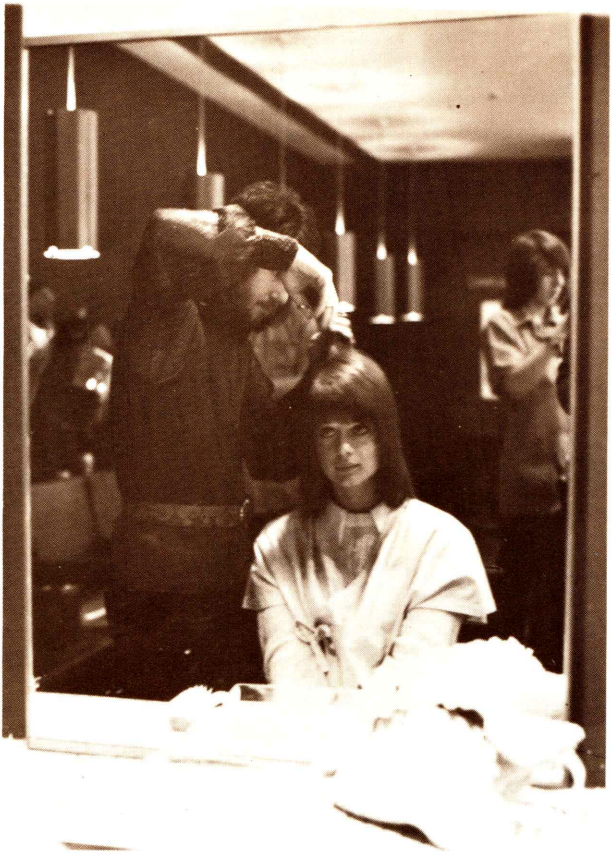
Teresa: Thank you very much.

Practice sentences

1. I'd like some tickets for tomorrow night's performance.
2. Have you any seats left for tomorrow evening?
3. Is this the plan of the theatre?
4. Where are the seats?
5. That's not too far back, is it?
6. What about the dress circle?
7. I'll have the two in the dress circle.
8. How much did you say they were?
9. What time does the play start?

The Criterion Theatre, Piccadilly. London.

Plan of the theatre: the drawing giving the arrangement of the seats. **Stalls:** the seats on the ground floor of the theatre, on the street level. **Dress circle:** the lowest balcony of the theatre. Above that is the *upper circle*; and above that in most theatres is a *gallery*. There are also *boxes*, small compartments with seats for a few people.



In one of Vidal Sassoon's hairdressing salons, London.

Appointment: a time for you to come. **Shampoo and set:** when you have a shampoo and set, your hair is washed with a *shampoo,* a special cleaning liquid, and *set*, that is arranged in the *style* or shape you wish. **A particular assistant:** here, an assistant you know, and whose work you like. **Layered at the back:** in this kind of cutting, the hair is cut in sections, so that it looks as if it is in *layers*. **Dryer:** hair dryer. **Comb out hair:** take out the setting pins or *curlers* used to set the hair, and, with a comb, arrange it in its final style.

18. In the ladies' hairdresser's

Teresa goes into a ladies' hairdresser's to make an appointment.

Teresa: Good morning. I want to make an appointment for a shampoo and set, please.

Hairdresser: Yes, madam. Is there any particular assistant you'd like?

Teresa: No, it's the first time I've been here, so I don't know any of the assistants.

Hairdresser: What time would you like to come?

Teresa: I'd like to come at about nine-thirty tomorrow, please.

Hairdresser: Yes, madam. I can give you Susan then. She's very good.

Teresa: Thank you. Oh, and I'd like a cut as well.

Hairdresser: Yes, Susan will be able to do that for you. I'll book a cut and set for nine-thirty tomorrow morning.

Teresa: Nine-thirty tomorrow morning.

(Next day.)

Susan: Good morning, madam. Would you like to come over here? Now, how would you like your hair styled, madam?

Teresa: I'd like it shaped a bit at the back, layered at the back, please, and short in the front.

Susan: Yes, madam. We'll shampoo your hair first... Now, if you'll come over to the dryer, madam.

Teresa: Yes, I'm in rather a hurry. Can you put me under a hot dryer?

Susan: Yes, madam. This dryer is very hot and I'll come and comb you out in half an hour. Will that be all right?

Teresa: Yes, thanks.

Practice sentences

1. I want to make an appointment for a shampoo and set.
2. I'd like to come at about nine-thirty.
3. And I'd like a cut as well.
4. I'd like it shaped a bit at the back.
5. I'm in rather a hurry. Can you put me under a hot dryer?

19. At the men's hairdresser's

Today John, Teresa's friend, is having his hair styled at the barber's or hair-stylist.

John:	Good morning. I want a hair cut, please.
Assistant:	Yes, sir. Would you sit here, please?
John:	Right.
Assistant:	How would you like it styled?
John:	Well, I like it fairly long. But would you suggest a style to suit me?
Assistant:	Yes, sir. I'll wash your hair first before I cut it. Would you sit forward, please... Now would you like a friction? I've got a very good one here I can recommend.
John:	Yes, I'd like a friction, please.
Assistant:	A friction does help to tone the hair up. It acts as a tonic.
John:	Yes.
Assistant:	Very good weather we've been having this week, haven't we?
John:	Yes, very good.

Assistant: Now, I'll dry your hair... Do you like that style, sir?

John: Yes, that's fine, thanks.

Assistant: Shall I put something on your hair, sir?

John: No, thank you.

Practice sentences

1. I want a hair cut, please.
2. Would you suggest a style to suit me?
3. I'd like a friction, please.
4. That's fine, thanks.

At the hair stylist's "Apollo", near Carnaby Street. London.

Would you sit here, please?: a polite but rather formal way of asking someone to sit down. **To style hair:** to cut it and shape it. **Hair stylist:** someone who cuts and shapes men's hair. Old term: a *barber,* who also shaves men's faces. **Friction:** a perfumed spirit, massaged or rubbed into the hair to improve its condition. **Tone up:** here, to make it more alive, to improve its quality. **Lacquer:** a liquid sprayed on to the hair to keep it in place.

20. At the dentist's

Poor Teresa has suddenly developed toothache, and she telephones a dentist.

Teresa: Hello. Is that the dentist's surgery?

Dental Receptionist: Yes.

Teresa: My name is Teresa Martin, and I'd like to make an appointment to see the dentist, please. I'm on a visit to this country and I've suddenly developed toothache.

Receptionist: *(On telephone.)* Are you in pain? Does the tooth hurt now?

Teresa: Yes, it does.

Receptionist: Well, let me see. I'll try to make an appointment for you as soon as possible.
Ah, yes, there's been a cancellation. The dentist could see you this afternoon.
Oh, thank you.

(Teresa goes to the dentist's, and the receptionist takes the usual details, and shows her into the dentist's surgery.)

Teresa: Good afternoon.

Dentist: Good afternoon. Would you like to sit in the chair, please. Now, which tooth is giving you trouble?

Teresa: I think it's this one, here. It hurts when I bite.

Dentist: I see. Well, I'll have a look at it, and give you a general examination. Can you open your mouth a little wider, please?... You can relax now, Miss Martin. I can put a temporary stopping in that tooth, but there are one or two others that need treatment. Would you like to have them done here?

Teresa: Yes, I would, please.

Dentist: Well, I'll attend to the one that's troubling you today, and my receptionist will make another appointment for you.

Teresa: Thank you.

Practice sentences

1. I'd like to make an appointment with the dentist, please.
2. When could he see me?
3. I'm in pain.
4. This is the tooth which hurts.
5. I've got to have a tooth stopped.
6. It hurts when I bite.
7. The tooth doesn't hurt now.
8. I'll make another appointment.

Cancellation: someone has cancelled an appointment, telephoned to say that he cannot come to the dentist. **When I bite:** when I eat. **Temporary stopping:** a temporary filling for a dental cavity, which will stop the tooth hurting for the time being, until the dentist can complete his treatment. **Stop a tooth:** fill it with a special cement mixture. **Treatment:** attention.

Mile: 1.6 kilometres. **Pint:** .56 of a litre. **Check the tyre pressures:** see if the pressure of air in the tyres is right. **One pound:** (1 lb.) .45 kilogram.

21. At the garage

Today Teresa's friend, John, is driving to Canterbury to see the famous old cathedral. They look for a garage to buy some petrol.

Teresa:	There's a garage over there on the right.
John:	Oh, yes, I'll get some petrol.
Garage Attendant:	Morning, sir, petrol?
John:	Yes, please, four gallons.
Attendant:	Right.
John:	Oh, and would you check the oil level.
Attendant:	Right.
Teresa:	How many miles does she do to the gallon?
John:	Just over thirty.
Attendant:	The oil's a bit low, sir.
John:	Oh well, then, let me have a pint of oil. And I'd like the tyre pressures checked.
Attendant:	Yes, I'll do that for you. What should they be?
John:	Twenty-four pounds in front and twenty-two at the rear, please.
Attendant:	Right.
Teresa:	How long will it take us to get to Canterbury?
John:	It's about fifty-six miles... just over an hour, if there's not too much on the road.

Teresa: Is it a good road?

John: Yes, we go on the A2 to Rochester and then on the M2. But there's a lot of traffic at week-ends.

Attendant: That'll be one pound thirty, please.

John: Right. Here's a pound, and a fifty.

Practice sentences

1. Four gallons, please.
2. Would you check the oil level, please.
3. Let me have a pint of oil.
4. I'd like the tyre pressures checked.
5. Twenty-four pounds in front and twenty-two at the rear, please.
6. How long will it take us to get to Canterbury?
7. Here's a pound and a fifty.

22. In a coffee bar

Teresa is meeting a friend, Nicholas, in a coffee bar.

Nicholas: Hello, Teresa. I'm glad you were able to come.

Teresa: Hello, Nicholas. I'm afraid I'm rather late. Have you been waiting long?

Nicholas: Oh no, only a few minutes. I was afraid I was going to be late. Now, let's sit over there by the window, shall we?

Teresa: Yes, let's.

Nicholas: Here's an empty table.

Teresa: Yes. This is a nice one.

Nicholas: Now let's look at the menu.

Teresa: Here's the waitress.

Waitress: Good afternoon. Would you like to order?

Nicholas: Oh yes, please. Let's see, they have coffee, tea, hot chocolate or fruit juice. What would you like, Teresa?

Teresa: I'd like some coffee, please.

Waitress: Black or white?

Teresa: Oh, black with cream.

Nicholas: And I'll have some tea, please. Now, Teresa, what are you going to eat? There are cakes, scones, biscuits, buttered toast, or even ice-cream...

Teresa: Could I have buttered toast, please?
Waitress: Yes. Buttered toast for one.
Nicholas: And scone and butter for me, please.
Waitress: Right.
Nicholas: Oh, and have you any jam?
Waitress: Yes. Strawberry or apricot?
Teresa: Oh, strawberry, please.
Nicholas: Yes, strawberry, please.
Waitress: All right. I won't keep you a minute.

Practice sentences

1. I'm glad you were able to come.
2. I'm afraid I'm rather late.
3. Have you been waiting long?
4. Oh no, only a few minutes.
5. Let's sit over there, shall we?
6. Yes, let's.
7. Here's an empty table.
8. Now, let's look at the menu.
9. I'd like a coffee, please.
10. I'd like a milk shake.
11. A pot of tea for two, please.
12. What are you going to eat?

The coffee bar in Hyde Park, London.

An empty table: a table where no one else is sitting. **Let's sit over there, shall we?:** *let's* is often used to introduce a suggestion in this way. **Milk shake:** a drink consisting of iced milk, with flavouring (for example, strawberry, pineapple) shaken up together. **Scone:** a soft, flat cake of meal or wheat flour, baked quickly. **Toast:** slice of bread made brown and crisp by heating by a fire, or under the grill of a cooker. **Buttered toast:** toast on which butter has been spread.

"How do you do, Mary?"

Earn a rest: to deserve a rest. **For ages:** a colloquial expression meaning for a long time. **How do you do?:** this is not really a question to which we expect an answer, but just a formula used when meeting people for the first time, or when we have not seen them for a long time.

23. Introducing a friend

Today Teresa and her friend, John, have been sight-seeing in London, going round visiting places of interest. They are rather tired and thirsty, and are just going to have a drink, when Teresa notices a man waving to John. He is an old school friend of John's, Peter Harvey, with his wife. Peter introduces John to his wife, and then John introduces the Harveys to Teresa.

John: Oh, let's go and have a drink, Teresa.

Teresa: Yes, that's a very good idea.

John: I think we've earned a rest after all this sight-seeing!

Teresa: Oh, John, look over there. There's a man waving. I think he's waving to you.

John: Waving? To me? Good gracious that's Peter Harvey. I haven't seen him for years. We were at school together.

Teresa: Well, he's coming over, and there's a girl with him, too.

John: Oh? Oh, I expect that's his wife. Yes, I seem to remember now, someone told me he was married.

Peter: Hello, John. How are you?

John: Hello, Peter. I haven't seen you for ages.

Peter: You haven't met my wife, have you? Mary, this is my old friend, John Hicks.

Mary: How do you do, John? Peter's often talked about you.

John: How do you do, Mary? Oh, Teresa, may I introduce Peter and Mary Harvey? Teresa Martin.

(General chorus of "How do you do's".)

Teresa: How do you do, Mary?

John: Teresa's over here on a short visit, and I've been showing her round.

Mrs. Harvey: Well, Teresa, I won't ask you what you think of London. It's always such a difficult question to answer.

Teresa: It certainly is. It's so big. I feel it would take several years to see it all!

Practice sentences

1. How are you?
2. I haven't seen you for ages.
3. You haven't met my wife, have you?
4. Mary, this is my old friend, John Hicks.
5. Peter has often talked about you.
6. May I introduce Peter and Mary Harvey? Teresa Martin.
7. How do you do?

24. Making an appointment

Today Teresa is calling at a business office to see the manager, Mr. Howard. But she hasn't made an appointment, *arranged a time to see him, and his secretary explains that he is too busy to see her without one.*

Secretary: Good morning.

Teresa: Good morning. Is this Mr. Howard's office?

Secretary: Yes, that's right.

Teresa: I wonder whether Mr. Howard could see me. My name is Martin, Teresa Martin.

Secretary: Oh, yes, Miss Martin. Mr. Howard had a letter from Mr. Watson. He said you'd be writing to make an appointment.

Teresa: I decided to come instead. I was rather hoping that perhaps Mr. Howard would be able to see me this morning.

Secretary: Oh, I'm very sorry, but I'm afraid he's got several engagements today. He's in a meeting this morning and he has several other appointments this afternoon.

Teresa: Then I'd better ask you to make an appointment for me.

Secretary: Yes, certainly. I'll just look in his diary. Now, would Friday at three-fifteen suit you?

Teresa: No, I'm afraid I shan't be in London on Friday.

Secretary: Oh, I see. Could you manage Monday, at eleven o'clock?

Teresa: Yes, that will be quite all right.

Secretary: Good. I'll make it for eleven on Monday, then.

Teresa: Thank you very much. Good morning.

Secretary: Good morning, Miss Martin.

Practice sentences

1. Is this Mr. Howard's office?
2. I was wondering whether Mr. Howard could see me.
3. My name is Martin.
4. Could you make an appointment for me?
5. No, I'm afraid I shan't be in London on Friday.
6. That would be quite all right.

Engagement: an arrangement to meet someone or do something at a particular time. **Diary:** a book showing the days of the year, in which your appointments or engagements are written down. **Three-fifteen:** in speaking of the times of appointments we often say three-fifteen, or three-thirty, where in ordinary conversation we say *a quarter past three*, or *half past three*, and so on. **Suit you:** be convenient for you. **Could you manage Monday?:** Would you be able to come on Monday?

25. Lost property

Today Teresa finds she has lost her purse. Police in England are very helpful to visitors, and so when she sees a policeman, Teresa asks him what she should do.

Teresa: Good morning, officer. Could you help me, please?

Policeman: Yes, madam.

Teresa: I've lost my purse. Can you tell me what to do about it? You see, I'm a stranger here.

Policeman: Well now, have you any idea *where* you lost it? Did you leave it in a shop?

Teresa: I don't think so. Let me see. No, I've only been in the post office, and I know I had it in my hand when I came out.

Policeman: H'm, well if you dropped it in the street you should go to the nearest police station. There's one just up the road, on the left.

Teresa: I don't think I lost it in the street.

Policeman: Then perhaps you left it in a bus?

Teresa: Yes, that must be it. I came here on a bus.

Policeman: Ah, then the best thing for you to do, madam, is to go to the Lost Property Office at Baker Street, in a couple of days' time.
If the conductor found your purse, or if someone handed it to him, it will be taken there.

Teresa: Oh, thank you. I go to the Lost Property Office at Baker Street.

Policeman: Yes, that's right. It's next door to the Underground station at Baker Street. You can't miss it. If you can't go there, you can write.

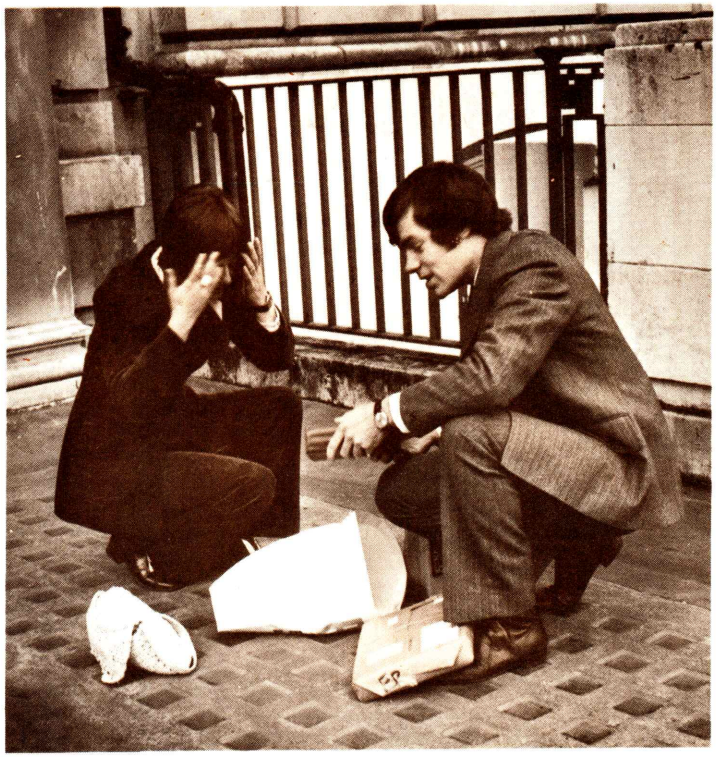
Teresa: Thank you very much.

Practice sentences

1. Could you help me, please?
2. I've lost my purse.
3. Can you tell me what to do about it?
4. Did you leave it in a shop?
5. I don't think I left it in a shop.
6. I don't think I lost it in the street.
7. Will the Lost Property Office be open now?
8. It's next door to the Underground station.

A London policeman.

Let me see: let me think for a moment. **Property:** something which belongs to you, your possessions. **A couple of days:** two days. **Conductor:** the man in charge of the inside of the bus. **Handed:** gave. **Next door to:** next to, the next building to. **You can't miss it:** you can't fail to find it.



"At least I can pick up all your parcels."

Startled: to startle a person means to surprise or frighten him. **I'm so sorry:** the young man could have said: *I'm sorry. I'm so sorry* is more emphatic. **It's quite all right:** a polite way of accepting an apology. **That doesn't matter:** that isn't serious, isn't important. **Excuse me:** a polite way of asking permission to leave a person. It can also be used to apologise for putting someone to inconvenience; for example, by interrupting him in what he is doing.

26. Making an apology

Teresa is walking along the street, carrying a shopping basket. Suddenly a young man runs out from a house without looking where he is going. He knocks into her, making her drop her basket, and all the parcels roll out on to the pavement. Notice how he apologises *to Teresa, tells her he is sorry for what he has done.*

Teresa: Oh dear! Oh!

Man: I'm so sorry. I do hope I haven't hurt you.

Teresa: Oh, no. I was — I was just a little startled, that's all. It's quite all right.

Man: Oh, but it isn't all right. Look, I've made you drop your shopping bag.

Teresa: Oh, that doesn't matter. There's nothing breakable in it.

Man: Oh, well, that's lucky. But at least I can pick up all your parcels.

Teresa: Thank you very much. But please don't stop. I'm sure you must be in a great hurry.

Man: Oh, that doesn't matter. I was only going to post a letter, but it'll catch the next post. There, that's the last of your parcels. I don't think anything is damaged.

Teresa: Oh, no. Thank you very much. Look! There's the postman just clearing that letter-box; you'll catch him if you run.

Man: Oh, so I shall. Excuse me.

Practice sentences

1. I'm so sorry.
2. I do hope I haven't hurt you.
3. It's quite all right.
4. That doesn't matter.
5. Thank you very much.
6. Excuse me.

27. Buying a dress

Today, Teresa is going into a big departmental store. She wants to buy a dress. She looks at the dresses and decides that she wants to have one of a certain style, *or design. She then speaks to the sales assistant.*

Teresa: Can you help me, please?

Sales Assistant: Certainly, madam.

Teresa: I want a navy blue dress, rather like these on the stand here.

Assistant: Yes, madam. Do you know your size?

Teresa: No, I'm not sure of the English sizes. Could you measure me?

Assistant: Certainly, madam.

(She measures Teresa.)

Size 14 should fit you.

Teresa: I see, size 14.

Assistant: This is a nice style, madam, and it's size 14.

Teresa: I'd like to try it on, please. And could I try on two others: this beige one, and the pink one. The styles are a little different.

Assistant: Certainly, madam. The fitting room is over here... How are you getting on, madam? Oh, that looks very nice on you.

Teresa: Yes, I like this navy one, and the fit is very good.

Assistant: Yes, madam. I think it looks extremely nice. It's a very good style, and it *is* washable, as you can see from the label.

Teresa: I like this navy one. It fits better than the others. How much is it? Oh, I see, it says on the label, six pounds. I'll decide on this one.

Assistant: Yes, madam. Here's a ticket. If you'll come to the cash desk you'll find the dress wrapped up and you can pay for it there. I'm sure you'll be pleased with it.

Teresa: Yes, I'm sure I shall.

Practice sentences

1. Can you help me, please?
2. I want a navy blue dress.
3. I'm not sure of the English sizes.
4. Could you measure me?
5. I'd like to try it on, please.
6. And could I try on two others?
7. I like this navy one.
8. How much is it?
9. I'll decide on this one.

"I like this navy one. It fits better than the others."
(By courtesy of C & A Modes.)

Navy blue: dark blue. **Stand:** something on which dresses or other articles can be placed so that people can see them. Here it means the rail on which the dresses are hung. **Fit you:** be the right size for you. **Style:** pattern, design. **Try something on:** put it on to see how you like it. **Beige:** a very light brown colour. The term is generally used in connection with women's clothes. **Fitting room:** small room where dresses can be tried on. **Washable:** able to be washed, *i. e.,* it is not necessary to have the dress *dry-cleaned.* **Label:** the ticket on the dress showing the size and price. **Wrap something up:** to put a covering (usually of brown paper) round it.

Weigh something: find out how heavy it is, its *weight*. **Check-in desk:** desk where passengers come to present their *flight tickets*, tickets for their air travel. Their baggage, *luggage*, is brought there by the porter. **Well under weight:** quite a lot less than the maximum weight allowed. **Baggage label:** label or ticket for baggage. **Disembark:** get out of an aircraft or ship. **Destination:** place you are travelling to. **Reclaim one's luggage:** go and claim it back, say it is yours and collect it. **Departure lounge:** room or hall where passengers who are departing, going away, await their planes. **Immigration Control:** where passports are checked and inspected.

28. At the airport

Today Teresa is leaving England and flying back home. As she has been staying in the west of London she decides to take a taxi direct to London Airport instead of going to West London Air Terminal which is near the centre of London.

Porter: Any luggage, madam?

Teresa: Yes, the four cases here. I'll keep this briefcase. Oh, driver, what's the fare, please?

Taxi-driver: Two pounds seventy-five, madam.

Teresa: Here's three pounds. Keep the change.

Taxi-driver: Thank you.

Porter: I'll take your luggage to be weighed, madam. You'll find the check-in desk straight across the hall.

Teresa: Thank you very much...

Receptionist: Good morning.

Teresa: Good morning. I have a ticket for flight BE 758.

Receptionist: May I see your ticket, please?

Teresa: Here it is.

Receptionist: Is this your luggage?

Teresa: That's right.

Receptionist: Your luggage is well under weight.

Teresa: Oh, good.

Receptionist: Here is your ticket and this is your baggage label, which you must show when you disembark at your destination and reclaim your luggage.

Teresa: Thank you. Shall I have to wait?

Receptionist: Only a few minutes. Will you now please go across the hall towards the departure lounge, and have your passport ready for inspection at Immigration Control.

Teresa: You seem to be very busy here today.

Receptionist: Oh yes, madam. About fifty-five thousand passengers a day come through this airport during the summer period.

Announcer: British European Airways announce the departure of their flight BE 758. Passengers only should go immediately through International Departure Passport Control.

Receptionist: *(At International Departures.)* Have your passports ready, please. I'm sorry, only passengers are allowed beyond this point.

Teresa: This is *my* flight, isn't it?

Receptionist: Yes. That way, please, madam.

Official: Will you please follow me? This way.

Practice sentences

1. This is my luggage.
2. I'll keep this briefcase.
3. What's the fare, please?
4. Here's three pounds. Keep the change.
5. Where is the check-in desk?
6. I have a ticket for flight BE 758.
7. Shall I have to wait?
8. You seem to be very busy here today.
9. This is my flight, isn't it?

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